



INDIANA TITLE XIX

Web Procedures Manual

TURNOVER LIBRARY REFERENCE NUMBER: SYAP10008

REVISION DATE: January 2001 VERSION: 2.0



Web Procedures Manual

Turnover Library Reference Number: SYAP10008

Document Management System Reference: Web Procedures Manual

Address any comments concerning the contents of this manual to:

EDS Systems Unit
950 North Meridian Street, 10th Floor
Indianapolis, IN 46204
Fax: (317) 488-5169

EDS and the EDS logo are registered marks of Electronic Data Systems Corporation.

EDS is an equal opportunity employer, m/f/v/d.

Copyright © 2000 Microsoft Corporation. All rights reserved.

Copyright © 2000 Compaq Corporation. All rights reserved

Revision History

| Document Version Number | Revision Date | Revision Page Number(s) | Reason for Revisions | Revisions Completed By |
|--|--------------------------|---|--|-----------------------------------|
| Version 1.0 | 4/1/99 | all | New document | Nancy Cox |
| Version 1.0 | 5/3/99 | all | Editorial revisions from OMPP feedback. | Nancy Cox |
| Version 1.0 | 11/3/99 | TOC, Footers, Pgs 2-1, 3-2, and Appendix B | Update Web Modification process to include standard review participants. | Nancy Cox |
| Version 2.0 | 11/29/00 | All | New Procedures | Rebecca Liming |

Table of Contents

| | |
|--|------------|
| Revision History | iii |
| Section 1: Introduction | 1-1 |
| Overview | 1-1 |
| Web Technical Overview | 1-1 |
| Web Server and Products | 1-1 |
| Firewall Server and Software Products | 1-2 |
| Section 2: Roles and Responsibilities | 2-1 |
| Overview | 2-1 |
| Web Team | 2-1 |
| Web Team Leader | 2-1 |
| Web Developers | 2-2 |
| Platform Team | 2-2 |
| Content Managers..... | 2-2 |
| Document Management Representative..... | 2-2 |
| Business Unit Subject Matter Experts (SME) | 2-3 |
| Office of Medicaid Policy and Planning Representatives | 2-3 |
| Requestors | 2-3 |
| Section 3: Web Site Change Management..... | 3-1 |
| Web Site Change Management Flow | 3-1 |
| Request Processing..... | 3-2 |
| Initiating a Request..... | 3-2 |
| Approving and Prioritizing a Request | 3-3 |
| Developing, Testing, and Implementing a Request..... | 3-3 |
| Change Implementation Communication..... | 3-3 |
| E-mail Responses | 3-3 |
| Status Reporting | 3-4 |
| Web Server Maintenance | 3-4 |
| Appendix A : Contacts | A-1 |
| Glossary | G-1 |
| Index..... | I-1 |

Section 1: Introduction

Overview

EDS maintains the Indiana Medicaid Web site for the state of Indiana. The Web site offers general information about Indiana Health Coverage Programs (IHCP) and provides tools through which IHCP providers, in particular, can interact with the agency.

EDS subscribes to the philosophy about Web sites expressed on the *Web Developers Virtual Library* Web site. On that Web site Alan Richmond states:

“A good site isn’t built only by brilliant programmers, or by talented graphic artists, or by lucid content authors, or by insightful managers. It will be built by their synergy, each one respecting the contributions of the others, and feeding off it for the inspiration for their own creativity. Building the web is a collaboration [sic] at all levels.”

Web Technical Overview

Web Server and Products

EDS combines an Internet server solution with firewall and network technologies to provide a high performance, secure hosting environment.

Web Server

The Indiana Medicaid Web site runs on a Compaq 5500 Pentium II server utilizing the Microsoft New Technology (NT) operating system. A high-performance network server, the Compaq 5500 Pentium II can be scaled up to four 200 megahertz (MHz) processors with 4 gigabytes (GB) of random access memory (RAM) accessing 342 GB of disk storage. EDS’ initial Web server configuration has dual 200 MHz processors and 512 megabytes (MB) of RAM with 9 GB of disk storage (mirrored). The overall technical solution incorporates a secondary server with the same hardware and software configuration serving dual functions as a backup to the primary server and as a Web page development server.

Web Development Tools

EDS uses Microsoft’s suite of tools to develop the Indiana Medicaid Web site. The first tool in this suite is ***Microsoft Internet Information***

Service (IIS) 4.0. Microsoft IIS transforms what is possible in simple document publishing and support for limited interaction, to deployment on the Web of mission-critical business applications. This evolution toward business applications on the Web reflects the convergence of two technology trends. The first is using hyper text markup language (HTML) for the user interface, with pages and point-and-click navigation. The second is three-tier application development on the server with reusable components.

Microsoft BackOffice is an integrated family of server products that provides the platform for a new generation of business applications. Built on the Windows NT network operating system, BackOffice helps customers create and publish online information, communicate with partners and customers, run line-of-business applications, and sell products and services over the Internet. Members of the BackOffice family include the following:

- Microsoft structured query language (SQL) server
- Exchange server
- Site server
- Proxy server
- Systems network architecture (SNA) server
- Systems management server

Microsoft FrontPage is both a Web site-management tool and a Web page editor. FrontPage contains site tools such as link verification and find-and-replace. These tools are useful for developers maintaining a large site. FrontPage supports multi-user authoring and alerts users to potential file conflicts. FrontPage offers *themes*, pre-designed templates to use to provide a consistent look across the Web site. Microsoft provides a software development kit (SDK) for creating specialized themes. FrontPage is a forward-thinking HTML editors. It supports JavaScript, cascading style sheets (CSS), and Internet Explorer 4.0's push feature and Channel Definition Format (CDF). FrontPage is also an Intranet development tool. Its themes and the ability to easily import Office 97 documents makes creating attractive and informative pages simple.

Firewall Server and Software Products

A **Sun Microsystems Ultra Server II** configured with dual 300 MHz processors, and 256 MB RAM accessing 4.2 GB of disk storage (mirrored) serves as the firewall. As with the IndianaAIM production Sun servers, the firewall operating system is Sun Solaris 2.6.

To isolate State and EDS networks from security threats, EDS uses Sun Solstice FireWall-1 as its firewall software product. Solstice FireWall-1 is an out-of-the-box software solution for creating and managing transmission control protocol/Internet protocol (TCP/IP) network and application level security. Solstice FireWall-1 includes advanced encryption capabilities that allow secure transmission of data over public networks. EDS uses Solstice FireWall-1 to compartmentalize internal networks by creating distinct, secure sub-networks or Intranets, key capabilities in deploying Internet computing environments.

Solstice FireWall-1 provides protection at the application gateway and packet filtering levels. Many competitive firewall products provide one or the other of these capabilities, but Solstice FireWall-1 is able to provide both through a Stateful Multi Layer Inspection Technology with minimal impact to network throughput. Solstice FireWall-1 provides full-spectrum enterprise network security that incorporates the following advanced management, encryption, and authentication features:

- IP address translation, for complete and efficient address translation.
- Client authentication for secure communications between local-area network (LAN), wide-area network (WAN) and nomadic users.
- Hyper text transfer protocol (HTTP) authentication

Installed on a gateway server, the Solstice FireWall-1 inspection module acts as a security router for traffic passing between a company's Intranet segments or between the internal network and the Internet. All inbound and outbound data packets are inspected to verify compliance with the enterprise security policy. Packets that the security policy does not permit are immediately logged and dropped. EDS limits data packets coming off the Internet to HTTP data packets. File transfer protocol (FTP), Telnet, and other Internet protocols are not supported through the EDS firewall server.

Section 2: Roles and Responsibilities

Overview

There are many people involved in the ongoing maintenance and upkeep of the Indiana Medicaid Web site. This section describes their roles and responsibilities. The names of the people currently filling these roles are documented in *Appendix A*.

Web Team

EDS has implemented a Web team that consists of the sub-groups or individuals illustrated in Figure 2.1 and covered in this section. Combined, these people make up the oversight organization of the Indiana Medicaid Web site.

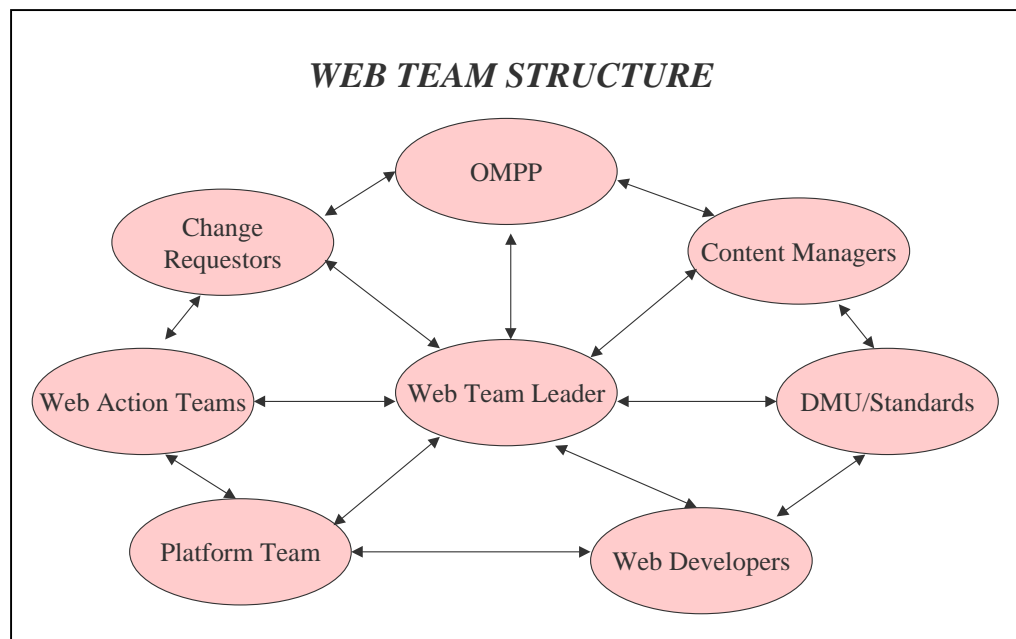


Figure 2.1 - Web Team Structure

Web Team Leader

The Web team leader coordinates changes to the Web site. This person is the initial contact on all Web site issues. The Web team leader works with change requestors to discuss options for

accomplishing the requestors goals and to determine the value a desired change will create. The Web team leader can assist the requestor in documenting the request so it can be easily understood by other members needing to review the proposed change. This person is responsible for scheduling and conducting Web team meetings, and for resolving priority issues.

Web Developers

The Web developers provide expertise for development of the user interface, including visual design, navigation, style, and organization. They work closely with the platform team to implement the changes. They also work closely with the change requestors to implement the changes most effectively.

Platform Team

The platform team oversees technical architecture of the Web site. It is responsible for the availability of the Web site and its maintainability including firewall, security, and hardware maintenance.

Content Managers

Content managers are consulted to develop information for the Web site as well as ensure its accuracy. A content manager owns each Web page's content. Content managers work closely with Office of Medicaid Policy and Planning (OMPP) to receive approval of the requested changes.

Document Management Representative

The Document Management Unit (DMU) is responsible for the publication of manuals, provider bulletins, and Remittance Advice banner page documents. The DMU representative is responsible for organizing material in any easy-to-understand format and style. The representative provides edited and approved documents, designated to be published to the Web site, in a Web accessible form that is fit for use on the Web site. The DMU participates in customer service request (CSR) design and testing walkthroughs to provide consistency with other publications.

Business Unit Subject Matter Experts (SME)

The business unit subject matter experts (SMEs) are responsible for developing ideas within their units.

Office of Medicaid Policy and Planning Representatives

The OMPP provides subject matter expertise and approval authority for changes to the Web site. They also help gather suggestions for changes and provide feedback to the Web Team about preferences and concerns.

Requestors

Requests for Web site changes can be suggested by anyone. Typically a change is recommended by a business unit or customer. Requestors help describe and document the change requested. They also can participate in the design or testing of a change.

Section 3: Web Site Change Management

This section describes the procedures that will be used to manage changes to the Web site. The Web site change management flow is also detailed in Figures 3.1 and 3.2.

Web Site Change Management Flow

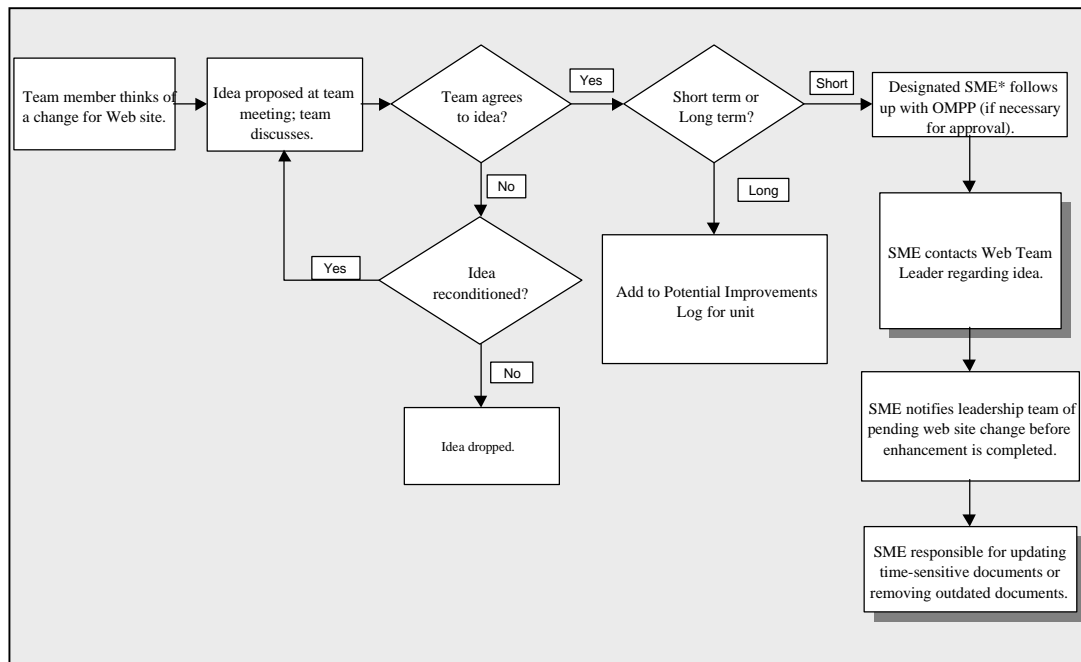


Figure 3.1 - Web Idea Review Process for Business Units

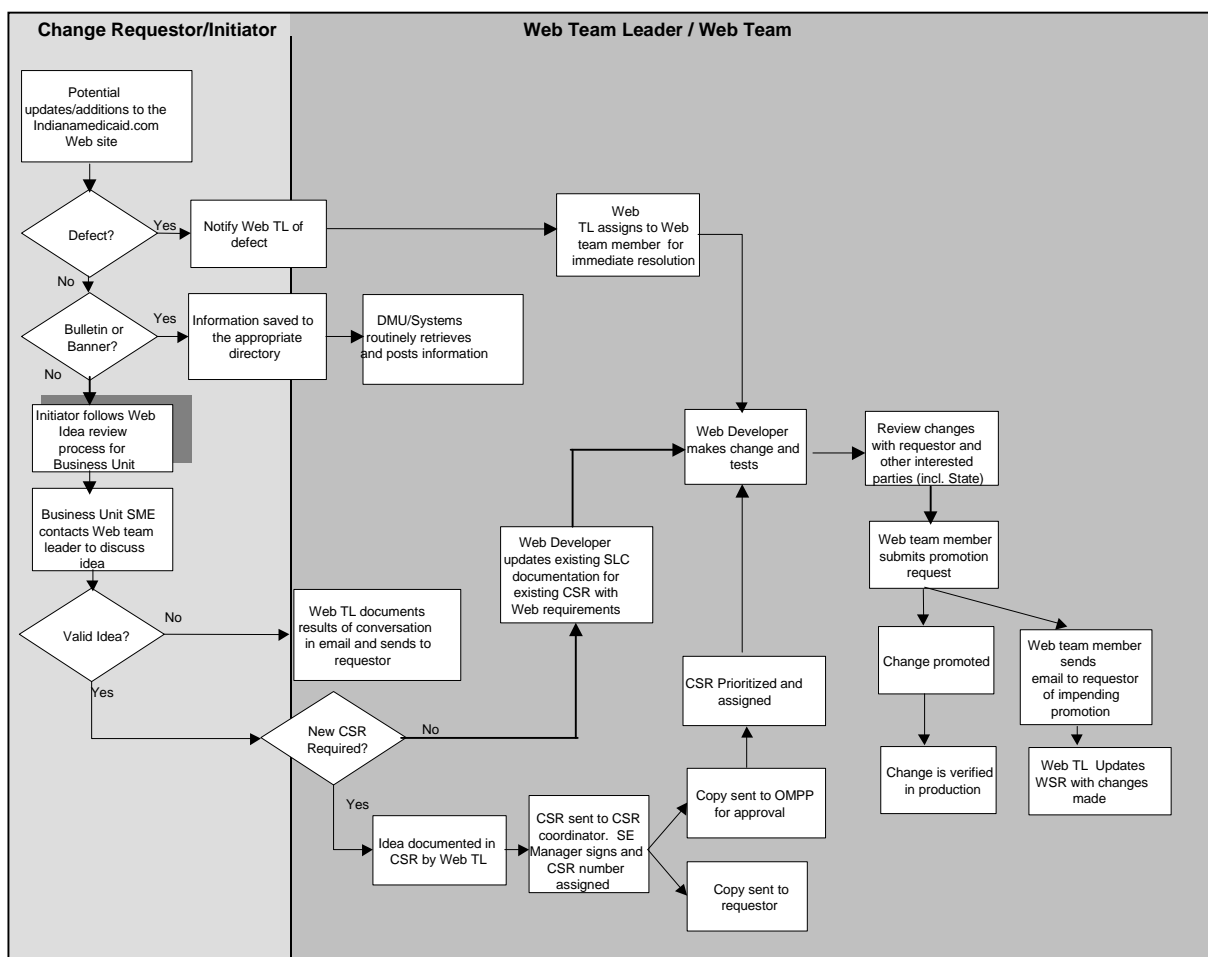


Figure 3.2 – Web Idea Implementation Process

Request Processing

Initiating a Request

Anyone can request an improvement to the Indiana Medicaid Web site. The first step in the change process is to contact the Web team leader with the idea. However, if the request is to have a bulletin or banner posted, the requestor can contact the DMU representative directly.

It is not necessary for the requestor to document the idea before contacting the Web team leader.

If the requestor identifies a defect, the requestor should notify the Web team leader immediately. The Web team leader assigns the defect to the appropriate person for immediate resolution.

If the requestor and the Web team leader jointly agree that the change idea is not appropriate for the Web, the Web team leader will document the results of that conversation and send it to the requestor and EDS unit leader.

Approving and Prioritizing a Request

If an idea is determined to be valid, the requestor and the Web team work to improve and document the idea. If the Web request is a part of an existing CSR, the Web developer documents the Web portion in the systems life cycle (SLC) documentation. If a new CSR is required, the Web team leader writes a CSR. This CSR must be approved like all other CSRs.

The CSR is prioritized among the Web CSRs within the existing CSR prioritization process.

Developing, Testing, and Implementing a Request

After an idea is prioritized, it is assigned to a Web developer. The Web developer works with other Systems staff to develop the request. All CSRs, including Web CSRs, follow the SLC approach. The request is tested on the test Web server where both the OMPP and EDS can view the change. Walkthrough and review processes are the same as already in place with SLC. After a change is approved, the Web developer sends a promotion request to the Webmaster to promote the request in the weekly move. If the request is urgent, the promotion is made as soon as possible. The Webmaster verifies that changes were promoted correctly.

Change Implementation Communication

E-mail Responses

After a change is promoted, the Webmaster sends an e-mail to the requestor and the Web team leader to provide notification that the change has been promoted. It is the responsibility of the requestor to forward that e-mail to other interested parties.

Status Reporting

The Web team leader sends a summary of the weekly changes to be included in the Systems section of the Operations Weekly Status Report.

Web Server Maintenance

The Webmaster conducts weekly routine Web server back up. These backups are performed more frequently if large changes need to be implemented between the usual weekly backups.

Appendix A: Contacts

Table A.1 – Web Team Contacts

| Role | Team Member | Unit | Backup |
|------------------------------------|-----------------|---------------------|---------------|
| Web Team Leader | Ellen Pusateri | Systems | Shawn Sowers |
| Document Management Representative | Brandy Ludlum | DMU | Karen Girgis |
| Platform Representative | Rich Marsteller | Systems | John Melancon |
| OMPP Representative | Tom Robison | OMPP | Judy Marret |
| Web Developers | Kathy Murphy | Systems | |
| | Jeff Strand | Systems | |
| | Yan Li | Systems | |
| Business Unit SMEs | Jean Timmerman | Claims | |
| | Brandy Ludlum | DMU | |
| | Lori McClanahan | Finance | |
| | Tina Killian | Long Term Care | |
| | Catherine Hunt | Managed Care | |
| | Chris Johnson | Package #3 | |
| | Chris Kern | Provider Enrollment | |
| | Kecia Adams | Client Services | |
| | Ellen Pusateri | Systems | |

Glossary

This glossary defines the universal terms of the Indiana Title XIX program as presented in the Request for Proposals (RFP). The spelling and capitalization is approved by the Office of Medicaid Policy and Planning (OMPP) for use in all documents. Any changes made to the original RFP glossary were made at the request of the OMPP. The terms and definitions in the Indiana Title XIX Common Glossary cannot be changed without contacting the Publications Manager of the Documentation Management Unit who will obtain confirmation and approval from the OMPP. Individual units should include additional terms, as required, in the glossary of their documents.

| | |
|---------------|---|
| CDF | Channel definition format |
| CSF | Cascading style sheets |
| CSR | Customer service request |
| DMU | Documentation Management Unit |
| FTP | File transfer protocol |
| HTML | Hyper text markup language |
| HTTP | Hyper text transfer protocol |
| IP | Internet protocol |
| LAN | Local area network |
| Microsoft IIS | Microsoft Internet Information Service |
| Microsoft NT | Microsoft New Technology operating system |
| SDK | Software development kit |
| SLC | Systems life cycle |
| SME | Subject matter expert |
| SNA | Systems network architecture |
| SQL | Structured query language |
| State | Spelled as shown, State refers to the state of Indiana and any of its departments or agencies |

| | |
|-----------------------------|--|
| systems analyst/engineer | Responsible for performing the following activities: Detailed system/program design System/program development Maintenance and modification analysis/resolution User needs analysis User training support Development of personal Medicaid program knowledge |
| TCP/IP | Transmission control protocol/Internet protocol |
| WAN | Wide area network |

Index

| | | |
|--------------------------------------|--|--|
| A | | Intranet..... 1-2, 1-3 |
| Appendix A..... 2-1 | | Introduction |
| Contacts A-1 | | Overview..... 1-1 |
| Approving and Prioritizing a Request | | IP 1-3 |
| 3-3 | | |
| B | | M |
| Business Unit SMEs 2-3 | | Medicaid 1-1, 2-1, 3-2 |
| Business Unit Subject Matter Experts | | Microsoft 1-1, 1-2 |
| 2-3 | | Microsoft FrontPage 1-2 |
| C | | Microsoft Internet Information |
| Change Implementation | | Service (IIS) 1-2 |
| Communication..... 3-3 | | Microsoft NT 1-1 |
| E-mail Responses n..... 3-3 | | Microsoft SQL Server..... 1-2 |
| Status Reporting..... 3-4 | | |
| Change Implementation | | O |
| Communication..... 3-3 | | OMPP 2-2 |
| Change Management | | OMPP Representatives 2-3 |
| Web site 3-1 | | |
| Web site change management flow | | P |
| 3-1 | | Platform Representative..... A-1 |
| Contacts A-1 | | Platform Team 2-2 |
| Content Managers 2-2 | | |
| CSR..... 2-2, 3-3 | | R |
| D | | Representative |
| Document Management....ii, 2-2, A-1 | | Document Management ... 2-2, A-1 |
| Document Management | | OMPP..... 2-3 |
| Representative..... 2-2, A-1 | | Platform A-1 |
| E | | Request |
| E-mail Responses..... 3-3 | | Approving 3-3 |
| F | | Initiating 3-2 |
| Firewall..... 1-2 | | Prioritizing 3-3 |
| Firewall Server and Software | | Request Processing 3-2 |
| Products 1-2 | | Roles and Responsibilities 2-1 |
| FrontPage 1-2 | | |
| H | | S |
| HTML..... 1-2 | | Server..... 1-2 |
| I | | SME |
| IIS 1-2 | | Business Unit 2-3 |
| Indiana Medicaid Web site 1-1 | | Content Managers 2-2 |
| IndianaAIM 1-2 | | Solstice FireWall 1-3 |
| Initiating a Request 3-2 | | SQL..... 1-2 |
| Internet..... 1-1, 1-2, 1-3 | | Status Reporting..... 3-4 |
| Internet server solution 1-1 | | Sun Microsystems Ultra Server 1-2 |
| | | Systems 1-2, 3-3 |
| | | T |
| | | Team |
| | | Platform 2-2 |
| | | Web..... 2-1, 2-3, 3-2, 3-3, 3-4, A-1 |

W

Web Developer 1-1, 2-2, 3-3, A-1
 Web Development Tools 1-1
 Web Products..... 1-1
 Web Server 1-1, 3-3, 3-4
 Web Server Maintenance..... 3-4
 Web Site Change Management.... 3-1.
 See Figure 3.1 and Figure 3.2
 Web Site Change Management Flow
 3-1

Web Team 2-1, 2-3, 3-2, 3-3, 3-4, A-1
 Web Team leader..... 2-1
 Web Team Leader.. 2-1, 3-2, 3-3, 3-4,
 A-1
 Web Team Structure 2-1
 Web Team Structure (Figure 2.1) . 2-1
 Web Technical
 Overview..... 1-1
 Webmaster 3-3, 3-4
 Windows NT..... 1-2
 World Wide Web..... 1-1, 1-2, 1-3

